



SOCIAL SERVICE RESOURCE DIRECTORY

1 January 2012

Army Community Services

MOTTO

*“REAL-LIFE SOLUTIONS FOR
SUCCESSFUL ARMY LIVING”*

VISION

*Self-sufficient Families, safe homes,
cohesive communities, and enhanced readiness*

MISSION

*ACS assists Commanders, Soldiers and Families in maintaining
readiness by coordinating and delivering comprehensive,
responsive services that promote self-reliance, resiliency, and
stability.*

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AMERICAN RED CROSS

CONTACT PERSON: Station Manager, Sandy Chambers

ADDRESS: American Red Cross
P.O. Box 10008
Fort Jackson, SC 29207-0008

LOCATION: Bldg. 9810 Lee Road, Room 173

TELEPHONE: (803) 751-4329
1-877-272-7337 anytime – Case management

HOURS: 0800-1630, Monday – Friday

SERVICES: Provide emergency communications by serving as the link between soldiers/spouses and their families back home. Provides access to emergency financial assistance on behalf of Army Emergency Relief after hours for active duty/spouses. Information and referral to other support agencies. Robust volunteer program for adults and teens provide experience, resume building and networking. Volunteers are located at Moncrief Army Community Hospital and the Red Cross office. Pet Therapy Program is also available. Preparedness training in CPR/First Aid and disaster that is coordinated with the Red Cross Chapter. Assistance for families affected by disaster.

POPULATION SERVED: Fort Jackson Active Duty, Retirees, Family Members residing in the same household, Moncrief Army Community Hospital patients and WTU soldiers and their families.

HOW TO APPLY: Call or walk-in

ADDITIONAL COMMENTS: After Duty Hours, weekends and holidays, call toll free 1-877-272-7337 for emergencies. Family members not residing in the same household with their Soldier should also call toll free 1-877-272-7337 and ask for a military caseworker. Local Red Cross Chapter Telephone numbers are in all city directories under American Red Cross or may be found by going to website: www.redcross.org and input zip code.

ARMY EMERGENCY RELIEF

CONTACT PERSON: Angela Crosland, AER Specialist

ADDRESS: Army Community Services / AER
5450 Strom Thurmond Blvd. Room 120
Fort Jackson, SC 29207-5205

LOCATION: Strom Thurmond Bldg. 5450, ACS Room 120

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: usarmy.jackson.93-sig-BDE.mbx.jackson-ac@mail.mil

HOURS: 0800-1600, Monday-Friday

- After hours coverage for emergency leave purposes will be provided by the American Red Cross at 1-877-272-7337

SERVICES: Provide zero percent interest loans, grants, or a combination thereof for emergency financial situations.

Help with emergency financial needs for:

- food, rent, mortgage, utilities (electric, water, gas)
- emergency travel expenses
- vehicle repairs/maintenance
- funeral expenses for immediate Family
- medical/dental expenses
- personal needs when pay is delayed or stolen

Regular AER loan application procedures:

- Complete AER Form 700
- Call ACS at (803) 751-5256 to schedule an appointment to meet with an AER caseworker

Documents to bring to the interview:

- Military ID card
- Latest end of month Leave and Earning Statement (LES) and proof of all household income
- Documents to substantiate your emergency, i.e. emergency leave papers, American Red Cross message number, eviction notice, foreclosure notice, POV repair estimate, and disconnection notice for utility. If under Chapter 13 Bankruptcy, letter from Trustee or discharge letter.

Commander's Referral loan application procedures:

- Complete AER Form 600

Documents to bring to the interview:

- Latest end of month Leave and Earning Statement (LES) or Orders bringing Soldier onto active duty status.
- Bring AER Form 600 and end of month LES (or Orders) to ACS for processing. Typical processing time is 24 hours or less.
- **Only Regular Army Soldiers are eligible for Commander's Referral loans** (USAR & ARNG are **not** eligible)

*****All Active Duty Soldiers assigned to Fort Jackson must secure Company Commander's or First Sergeants signatures on all applications.**

POPULATION SERVED: Active and retired Soldiers and their ID card dependents

COMMENTS: All Non-Commander's Referral AER requests will be seen via an appointment to ensure a staff member is readily available to assist you. Walk-ins accepted for emergency travel requests ONLY. To schedule an appointment, please call 803-751-5256 or 800-337-3445. AER applications can be downloaded at www.aerhq.org.

ARMY FAMILY ACTION PLAN (AFAP)

CONTACT: Veronica Jackson-Patrick, AFAP Program Manager

ADDRESS: Army Community Services
Attn: AFAP
Family Readiness Center, 3499 Daniel St.
Fort Jackson, SC 29207

LOCATION: Family Readiness Center, 3499 Daniel St.

TELEPHONE: (803) 751-6315

E-MAIL ADDRESS: Veronica.Jacksonpatrick@us.army.mil

HOURS: 0730-1630, Monday – Friday

SERVICES: Founded by Army spouses in the 1980's, AFAP is an issue resolution process designed to improve military quality of life. Annual AFAP conferences provide community members a forum to voice concerns to Army leadership. We reap the benefits of many AFAP initiatives without realizing their origin: SGLI increase to \$400,000, the ability to transfer G.I. Bill benefits to dependants, TSP for civilian employees, paternity leave for military fathers, standardized I.D. cards for reservists, and hundreds of others.

Let your voice be heard through AFAP!

POPULATION SERVED: Anyone associated with the military to include, but not limited to, Active duty, retirees, civilian employees and Family members. No prior experience is required!

HOW TO APPLY: Come in, call, or visit our webpage:
www.fortjacksonmwr.com/acs_afap

ARMY FAMILY TEAM BUILDING (AFTB)

- CONTACT:** Veronica Jackson-Patrick, AFTB Program Manager
- ADDRESS:** Army Community Services
Attn: AFTB
Family Readiness Center, 3499 Daniel St.
Fort Jackson, SC 29207
- LOCATION:** Family Readiness Center, 3499 Daniel St.
- TELEPHONE:** (803) 751-6315
- E-MAIL ADDRESS:** Veronica.Jacksonpatrick@us.army.mil
- HOURS:** 0730-1630, Monday – Friday
- SERVICES:** AFTB offers free classes for Army knowledge, personal skills, and professional development. Classes are offered both onsite and online, and free childcare may be available. Our mission is to empower individuals through specialized training, transforming our community into a resilient and strong foundation.
- POPULATION SERVED:** Anyone associated with the military to include, but not limited to, Active duty, retirees, civilian employees and Family members.
- HOW TO APPLY:** Come in, call, or visit our webpage:
www.fortjacksonmwr.com/acs_aftb
- To access online AFTB training, visit: *www.myarmyonesource.com*

ARMY ONESOURCE

CONTACT: Candace Chewning

ADDRESS: 9301 NW 33rd St
Doral, FL 33172

LOCATION: ACS Office USAG SouthCom

TELEPHONE: (305) 588-0364

E-MAIL ADDRESS: Candace.Chewning@serco-na.com

WEBSITE: www.myarmyonesource.com

HOURS: 0800-1700 - Available by appointment, Monday-Friday

SERVICES: Army OneSource offers Soldiers and their Families easy access to service providers at Army installations and within their communities. Army OneSource's mission is to be a gateway for credible information, programs, services and opportunities available for the entire Army Family, regardless of user affiliation or location. The website provides links to other Internet pages and listings offering resources to help Soldiers, spouses and children cope with deployment and redeployment issues. The site also offers online courses like Financial Readiness Training and "Battlemind Training for Spouses," developed to help husbands and wives face deployments.

POPULATION SERVED: Active duty personnel, retirees, civilian personnel and family members.

HOW TO APPLY: (305) 588-0364

ARMY PUBLIC HEALTH NURSING

CONTACT PERSON: Army Public Health Nursing

ADDRESS: Commander
Moncrief Army Community Hospital
Preventive Medicine Services
Attn: APHN
Fort Jackson, SC 29207-5720

LOCATION: Bldg.4555 Scales Avenue, 1st Floor

TELEPHONE: (803) 751-5251

HOURS: 0730-1615, Monday – Friday

SERVICES: **Epidemiology & Disease Control.** Conducts the International Travel, Tuberculosis, and Sexually Transmitted Infection Clinics. Works closely with all Fort Jackson military organizations to prevent disease and promote healthy lifestyles. Conducts surveillance and assessment of communicable disease. Conducts the Tobacco Cessation Program for those wishing to quit the use of tobacco products. Participates in community health fairs, events, and national health observances. Health Promotion education available upon request. Serves as Health Consultants to Fort Jackson Child, Youth and School Services and Department of Defense Educational Activities.

Health Promotion. Provides a wide variety of health education classes including HIV, STI, Tobacco awareness, Healthy Lifestyles, Self Care and other topics as requested. Manage the Tobacco Cessation Program, which offers support group classes, individual counseling/follow-up. Conducts a confidential HIV Test Counseling Clinic for individuals wishing to be tested, and a Travel clinic for International travelers desiring health information regarding recommended immunizations and regional health advice to travelers. Also participates in community health fairs, events, and medical and health screenings.

Community & Consultative Services. Act as Health Consultant by conducting health inspections, training and ongoing consultation for Child Youth and School Services. Individual & Family Support referrals are accepted from clinics, community agencies, and self-referrals for care. Services are provided in a variety of setting i.e. office, hospital ward, school, work site or in the home. Typical referrals include families or individuals with multiple health problems, maternal child health issues, chronic illnesses, etc. Assesses family health needs, develops health care plans and makes referrals to other necessary agencies, specialty clinics, etc.

POPULATION SERVED: Active duty and retired military personnel and their Family members.

HOW TO APPLY: Call for an appointment.

ARMY SUBSTANCE ABUSE PROGRAM
(Education and Prevention Services)

CONTACT PERSON: Ernestine Richardson
Alcohol and Drug Control Officer.

ADDRESS: 9810 Lee Road
Attn: IMSE-JC-HRA
Fort Jackson, SC 29207-5150

LOCATION: 9810 Lee Road

TELEPHONE: Education/Prevention Services
(803) 751-5007
Army Substance Abuse Program - Clinical
(803) 751-6597

E-MAIL ADDRESS: Ernestine.Richardson@us.army.mil

HOURS: 0730-1630, Monday – Friday

SERVICES:

TECHNICAL SERVICES:

- a. Outpatient Treatment.
 - (1) Individual Counseling
 - (2) Group Counseling
 - (3) Family Counseling
 - (4) Command Consultation

- b. Crisis Intervention.
 - (1) Crisis counseling as needed
 - (2) Coordination with Suicide Prevention Team, Spouse/Child Abuse Team, and other treatment centers.
 - (3) Coordination with Self-Help Groups (i.e., Alcoholics Anonymous, Narcotics Anonymous, Ala-non, Ala-teen, etc.)

- c. Coordination for Inpatient Treatment.
 - (1) Military Programs
 - (2) Civilian Program

- d. Drug Testing
 - (1) Minimum 16% a month for all permanent party. Commanders also have discretion to test 100%
 - (2) 100% testing of all AIT once prior to graduation.
 - (3) 100% Post-Exodus testing of SITs
 - (4) Rehabilitation testing
 - (5) Random drug testing of Department of Army Civilians occupying Testing Designated Positions.

- e. Employee Assistance Program
 - (1) Information, assessment, and referral program for all mental health issues (including substance abuse)
 - (2) Completely confidential and voluntary; no cost unless the client seeks services off post
 - (3) Available for DACs and FMs, and retirees
 - (4) Follow up provided to ensure appropriate referral

- f. Suicide Prevention Program
 - (1) Monitoring of training programs provided by chaplains
 - (2) Post-wide and community awareness programs
 - (3) Quarterly prevention team meets to discuss high-risk behaviors
 - (4) Post-Suicide Task Force meets in the event of suicide
 - (5) Gestures, attempts, and suicides reported to TRADOC and ACSAP

- g. Violence in The Workplace Program
 - (1) Training available for supervisors and employees
 - (2) Guidance regarding handling difficult employees
 - (3) Threat Management Team meets in the event of an incident

POPULATION SERVED: Active duty, Reserve and National Guard Soldiers, Family Members of active duty, DA Civilian employees and their Family members, military retirees and their Family members.

HOW TO APPLY: Appointment preferred.

ARMY VOLUNTEER CORPS PROGRAM

CONTACT: Marilyn Bailey, Army Volunteer Corps Coordinator (AVCC)

ADDRESS: Army Community Services
Attn: AVCC
3499 Daniel Street
Fort Jackson, SC 29207

LOCATION: Family Readiness Center, 3499 Daniel St. Fort Jackson, SC 29207

TELEPHONE: (803) 751-5444

E-MAIL ADDRESS: Marilyn.Bailey@us.army.mil

HOURS: 0800-1700, Monday-Friday

SERVICE: The AVCC is responsible for overseeing the role of Volunteers on Fort Jackson ensuring volunteer registration, recognition, recruitment and placement.

POPULATION SERVED: Anyone associated with the military to include, but not limited to, Active duty, retirees, Family members and civilians.

HOW TO APPLY: Come in or give me a call!

CHAPLAIN FAMILY LIFE CENTER

- CONTACT PERSON:** Family Life Center
- ADDRESS:** Installation Chaplain's Office
Family Life Chaplain
Attn: ATZJ-ICO-FL
Fort Jackson, SC 29207
- LOCATION:** Family Life and Resiliency Center
Bldg. 5460, off Marion, to the left of the Lemon Lot, between Strom
Thurmond and Department of Emergency Services
- TELEPHONE:** (803) 751-4966/4961
- HOURS:** 0900 – 1630, Monday – Friday
After duty hours, contact EOC, (803) 751-5166
- SERVICES:** Provides marriage and Family counseling, individual counseling, and pre-marital counseling. Conducts, coordinates, and hosts spiritual and family resiliency training events. Provides training to unit chaplains on issues pertaining to marriage and Family. Assists unit chaplains in providing marriage and parenting training to military personnel and their Family members. Referrals to other helping agencies as necessary.
- POPULATION SERVED:** Active duty and retired military members and their Family members, DA Civilians.
- HOW TO APPLY:** Counseling is by appointment only. To schedule an appointment Call (803) 751-4966/4961

COMMUNITY MENTAL HEALTH SERVICE

CONTACT PERSON: Mrs. Josie Paige, Receptionist

ADDRESS: Commander
Moncrief Army Community Hospital
Attn: Community Mental Health Service
Fort Jackson, SC 29207-5720

LOCATION: Troop McWethy Clinic US Army Health Clinic, T.M.C. Bldg. 4575

TELEPHONE: (803) 751-5911/5183

HOURS: 0730-1630, Monday – Friday

SERVICES: Comprehensive outpatient mental health care for Active Duty & Family Members.

POPULATION SERVED: Active Duty and Family Members.

HOW TO APPLY: Emergencies are screened any time Monday – Friday 0730-1615. An emergency is defined as suicidal/homicidal ideation or severe emotional stress. Please call for questions regarding proper procedures for emergency referrals or further information.

ADDITIONAL COMMENTS: During non-duty hours, emergencies will be seen in the Urgent Care Clinic at Moncrief Army Community Hospital or the nearest emergency room.

EMPLOYMENT READINESS PROGRAM

CONTACT PERSON: Barbara Martin

ADDRESS: Army Community Services
5450 Strom Thurmond Blvd., Room 223
Fort Jackson, SC 29207-5205

LOCATION: Bldg. 5450 Strom Thurmond, Room 223

TELEPHONE: (803) 751-4862 DSN: 734-4862
FAX: 751-9978

E-MAIL ADDRESS: Barbara.Martin@us.army.mil

HOURS: 0800-1600, Monday – Friday

SERVICES: Provides information and referral services in the area of employment, education, training, and volunteer opportunities. Services include career counseling, resume development, job search assistance, training, etc. Resource Center available for individuals to make copies of resumes, fax resumes to employers, Internet access, job postings, free computer classes and employment library.

POPULATION SERVED: Military ID card holders to include all military personnel/Family members and DoD Civilian ID Card holders.

HOW TO APPLY: Please call for an appointment.

EXCEPTIONAL FAMILY MEMBER PROGRAM

- CONTACT PERSON:** Cheryl Jackson, EFMP Manager
- ADDRESS:** Army Community Services
5450 Strom Thurmond Blvd. Room 120
Fort Jackson, SC 29207-5205
- LOCATION:** 5450 Strom Thurmond Bldg, #120
Fort Jackson, SC 29207
- TELEPHONE:** (803) 751-5256 DSN: 734-5256
FAX: (803) 751-5528 DSN: 734-5528
- E-MAIL ADDRESS:** Cheryl.Jackson1@us.army.mil
- HOURS:** 0730-1630, Monday-Friday
- SERVICES:** Provide information and referral to Soldiers and Family members on services for special needs.
- Exceptional Family Member Program. This is a mandated enrollment Army program that works with military and civilians agencies to provide comprehensive and coordinated medical, educational, housing, community support and personnel services to Families with special needs. An Exceptional Family Member is a Family member, regardless of age, with any physical, emotional, developmental or intellectual disorder that requires special treatment, therapy, education training or counseling.
 - EFMP Support Groups – This is a great place to meet other parents in similar situations and talk about issues that concerns us all. Guest speakers are arranged periodically for topic of interests and special Family outings planned each month. Recreational and cultural activities are also planed each month.
 - Respite Care. For qualified Families, the ACS EFMP will subsidize up to 40 hours of care per month, per eligible Family member. Determination of number of hours is based on the Family Needs Assessment and Family Matrix completed by the ACS EFMP staff. Families are free to choose their own respite care worker, from professional respite care works to Family members and friends (age 18 or older). Families may also select whether care is provided in the EFM’s home, in the EFMP Respite Care worker’s home, or in other settings such as special-needs camps and enrichment programs. Family members must be enrolled in EFMP.

FAMILY ADVOCACY PROGRAM

CONTACT PERSON: Annette McLeod

ADDRESS: Army Community Services
5450 Strom Thurmond Blvd., Room 218
Fort Jackson, SC 29207-5205

LOCATION: Bldg. 5450 Strom Thurmond, # 218

TELEPHONE: (803) 751-6325 DSN: 734-6325
FAX: (803) 751-6356 DSN: 734-6356

E-MAIL ADDRESS: Annette.Mcleod@us.army.mil

HOURS: 0800-1630, Monday – Friday

SERVICES: The U.S. Army Family Advocacy Program is an aggressive program that works to strengthen Family relationships and prevent child abuse and spouse maltreatment. Provides prevention, education and direct services to assist Families with abuse issues. These programs include:

EDUCATION AND TRAINING

POC, Ms. Angela Pasley@ (803)751-9035

- Command Education Program. Education regarding the Family Advocacy Program ensures commanders at all levels are aware of prevention programs, the nature of spouse and child abuse, policies and services available; command responsibilities in the area of identification, reporting, coordination and rehabilitation.
- Awareness & Special Events. Family Advocacy Program sponsors events and activities in April for Child Abuse Prevention Month and in October for Domestic Awareness Month. Look for other events throughout the year that Family Advocacy Program sponsors for Families such as Child Safety Seminars and Relationship Enhancers for couples.
- Troop Education Program. Provides education for all military personnel on prevention programs such as: Stress & Anger Management, and Child Abuse.

NEW PARENT SUPPORT PROGRAM

Room 226 - POC, Ms. Nkechi Scott@ (803)751-1071

- Parenting Education and Support. Provides education and services to enhance parenting and child management skills. Services are divided into three areas; parent education, new parent support and home visitation.

- Parent Education includes courses designed to help parents learn techniques for effective child management from young children to teenagers.
- New Parent Support program provide health counseling in areas such as breastfeeding, Shaking Baby Syndrome; parent-infant bonding and increases the knowledge of child development. Each new parent receives a “Welcome Home Baby Bundle” of free gifts for the new mother and baby.
 - Baby Basic
 - Breastfeeding Support Group
 - Baby Bundle
 - Play Group
- Home Visitors Program. Participation in this program is completely tailored to your individual needs. Home visitation services are provided by a professional team of licensed social workers from the Family Advocacy Program. These professionals provide supportive and caring services to military Families with children ages birth to 3 years old. This program is individualized and developed to assist military Families in many ways that friends and Family do when you’re back home.

VICTIM ADVOCACY PROGRAM

POC, Ms. Denetra White-Washington @ (803) 751-6335

The Victim Advocacy helps empower victims of sexual assault or spousal abuse to make decisions that can improve their quality of life. They provide victims with information on their rights, provide emergency shelter, establish safety plans, file for protective orders, assist with child care costs, and accompany victims to court proceedings and/or meetings with lawyers, police, and command. They also make referrals to local resources for a variety of needs.

If you need information to break the cycle of abuse in your Family or if you have been sexually assaulted please call 751-6325 to reach one of our victim advocates.

- **DOMESTIC VIOLENCE AWARENESS BRIEF**

This brief educates Soldiers on the basic understanding of domestic violence. It includes: what constitutes domestic violence offenses and penalties; mandatory reporting; understanding the Family Advocacy Program; resources for victims; and, restricted and unrestricted reporting.

- **RESTRICTED REPORTING**

Allows a Soldier who is a sexual assault/ domestic violence victim, on a confidential basis, to disclose the details of his/her assault to specifically identified individuals, and receive medical treatment and counseling, without triggering the official investigative process. To make a restricted report a victim should report the incident to a victim advocate, chaplain, or health care provider.

○ **UNRESTRICTED REPORT**

Allows a Soldier who is a victim of sexual assault or domestic violence and desires medical treatment, counseling, and an official investigation of his/her allegation to use normal reporting channels to trigger the official investigative process. Details regarding the assault will be limited to only those personnel who need to know, including:

- Command
- CID or MP's
- Victim Advocacy
- Chaplain
- Health Care Provider

Army and DoD policies regarding Family violence including; the Lautenberg Amendment, and treatment available. Spouse Abuse Prevention and Services/Victim Advocate. Victim Advocate services include providing victims of spouse abuse with information including; rights as victims of domestic violence, referral to resources in both military and the civilian community; emergency shelter, respite care; legal advocacy assistance in obtaining Protective Orders, advocacy to the command structure; establishing a safety plan, and 24-hour emergency crisis (803) 429-4870.

Treatment and Counseling – Social Work Services (SWS) provides intervention, assessment, diagnosis, treatment, counseling and rehabilitation services to victims, offenders and Family members in Family violence situations. These experienced counselors provide individual, group, and marital therapy. Counseling stresses offender accountability, personal growth and alternative to abusive patterns or behavior.

● **SEXUAL ASSAULT AWARENESS BRIEF**

This brief is required annually for all Soldiers. This brief educates Soldiers in the definition of sexual assault in the military; the Army Sexual Assault program, and sexual assault offenses and penalties; resources for victims; and, restricted and unrestricted reporting.

FINANCIAL READINESS PROGRAM

CONTACT: Madelyn A. Mercado, FRP Manager

ADDRESS: Army Community Services
5450 Strom Thurmond Blvd, Room 120
Fort Jackson, SC 29207-5205

LOCATION: Strom Thurmond Bldg. 5450, ACS Room 120

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: Madelyn.Mercado@us.army.mil

HOURS: 0800 - 1600, Monday-Friday

SERVICES: The Financial Readiness Program offers a wide range of services to assist active and retired Soldiers, their ID card Family members, and Department of Defense civilian employees with their financial and consumer affairs.

PROGRAMS AVAILABLE:

- Classes in personal financial management readiness and consumer affairs (banking and credit union services, budget development and record keeping, debt liquidation, credit, consumer rights and obligations, insurance, personal financial readiness, checkbook maintenance, and financial planning)
- FREE & Confidential Financial counseling
- Pre-screening and counseling for Soldiers who qualify for the Family Subsistence Supplemental Allowance (FSSA)
- Assistance with debt liquidation
- Consumer Advocacy services to help clients make educated decisions and assistance provided in the handling of consumer complaints.
- Emergency Financial Assistance in the form of interest-free loans, grants or a combination thereof
- Emergency assistance for food

POPULATION SERVED: All active and retired military, their ID card Family members and Department of Defense Civilian employees (financial assistance is ONLY available for active and retired Soldiers and their ID card dependents)

HOW TO APPLY: Call (803) 751-5256 or 1-800-337-3445 to schedule an appointment.

ADDITIONAL **Appointments highly recommended to ensure a financial counselor is available to meet with you.**

INFORMATION, REFERRAL AND FOLLOW-UP PROGRAM

CONTACT PERSON: Kimberly Bottema - Information, Referral and Follow-up Manager

ADDRESS: Army Community Services
5450 Strom Thurmond Blvd, Room 120
Fort Jackson, SC 29207-5205

LOCATION: Strom Thurmond Bldg. 5450, Room 120

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: Kimberly.Bottema@us.army.mil

HOURS: 0730-1630, Monday-Friday

SERVICES: Information, Referral & Follow-up Program provides Service Members, Retirees and their Families information regarding military and civilian community resources.

POPULATION SERVED: Anyone associated with the military to include, but not limited to, Active duty, Guard, Reserve, Disabled Veterans, Retirees, and Family members.

HOW TO APPLY: Call or walk-in for assistance.

MILITARY FAMILY LIFE CONSULTANT

CONTACT PERSON: Beverly Metcalfe, FMWR Partnerships Specialist
POC for Military Family Life Consultants

ADDRESS: Child, Youth, & School Services
3392 Magruder Avenue
Fort Jackson, SC 29207

LOCATION: Joe E. Mann Building, Room A-04

TELEPHONE: (803) 751-3053

E-MAIL ADDRESS: beverly.metcalfe@us.army.mil

HOURS: 0800-1700, Monday-Friday

SERVICES: Non-medical counseling support, coaching, education and solution-focused consultations to Service members and their Families, children, and staff of Child, Youth, & School Services. Direct interventions in classroom, camp or Family Child Care (FCC) settings. Modeling behavioral management techniques and provide feedback to staff. Behavioral interventions to enhance coping and behavioral skills. Outreach to parents. Facilitation of psycho-educational groups at Child and Youth Programs. Trainings for staff and parents. Referrals to military social services and other resources as needed.

POPULATION SERVED: Active duty personnel, retirees, reservists, civilian personnel and Family members.

HOW TO APPLY: Call (803) 751-3053

MILITARY ONE SOURCE

CONTACT PERSON: Latarsa Williams, SC MOS JFSAP Consultant

ADDRESS: 1 National Guard Road,
Columbia, SC 29201

LOCATION: National Guard Joint Forces Headquarters

TELEPHONE: (803) 873-8333 (Mon-Fri - 0800-1700)
24/7 - Call 1-800-342-9647

E-MAIL ADDRESS: latarsa.williams@militaryonesource.com

WEB SITE: www.MilitaryOneSource.com

HOURS: 24/7 by calling 1-800-342-9647

SERVICES: Military OneSource is a free 24/7 information and referral service available by toll-free telephone and the Web to active duty, Guard, and Reserve (regardless of activation status) members and their families. The program is especially helpful to those who live at a distance from installation services or who can't easily seek assistance during traditional working hours. Our goal is to improve the quality of life of military families and the overall effectiveness of the military community.

Calls to Military OneSource are answered live by trained master's-level consultants. Support includes personalized consultations on issues such as deployment, relocation, parenting, education, special needs, and finances, as well as customized research describing community resources and appropriate military referrals. We also offer personalized online and telephonic health coaching for stress management, weight loss, and cardiovascular health; and a program for teens that provides health coaching to support weight management.

Military OneSource also provides referrals for face-to-face counseling (up to twelve sessions per issue) in the local community to service members and their families. These free non-medical, short-term, solution-focused sessions focus on issues such as normal reactions to abnormal situations (e.g. combat), couples concerns, work/life balance, grief and loss, adjustment to deployment, stress management, and parenting. Face-to-face referrals are available in CONUS as well as Hawaii, Alaska, the U.S. Virgin Islands, and Puerto Rico. Face-to-face personal financial counseling sessions are also available.

Service members in remote locations and overseas are eligible for non-medical, short-term, solution-focused telephonic (STSF-T) consultation. STSF-T consultations include up to twelve telephone sessions for issues such as stress, decision-making, and parenting. (STSF-T sessions are not appropriate for children under age 18, couples counseling or more serious issues such as addictions, mental health conditions, and abuse or neglect.) To access STSF-T, users may call the Military OneSource toll-free number. An online option is also available.

Our interactive Web site at www.MilitaryOneSource.com includes search and decision tools, locators for education and child care, educational materials, recordings, links to military and community resources, financial calculators, live online workshops, podcasts, discussion boards, e-newsletters, “E-mail a consultant,” and, during tax season, online preparation and filing federal and state tax returns.

Our expertly prepared educational materials (booklets, CDs, DVDs, and electronic downloads) can be ordered by phone or online. Topics include parenting and child care; deployment, return and reunion; education; finances; elder care; health and wellness; crisis support, and relocation. Materials and shipping are free to service members and families. Simultaneous language interpretation and document translation are also available.

All Military OneSource services and materials are available at no cost to service members and their families.

POPULATION SERVED: Active duty personnel, reserve and guard members of all branches and family members.

HOW TO APPLY: Call 1-800-342-9647

MOBILIZATION AND DEPLOYMENT

CONTACT PERSON: Elizabeth Maher, Program Manager
Tamara Boles, Assistant

ADDRESS: Army Community Services
5450 Strom Thurmond Blvd, Room 120
Fort Jackson, SC 29207-5205

LOCATION: Family Readiness Center (FRC)
3499 Daniel Street
Fort Jackson, SC 29207

TELEPHONE: 1-800-337-3445 Toll Free
(803) 751-7220 DSN: 734-7220
(803) 751-7352 DSN: 734-7352

FAX: (803) 751-7101 DSN: 734-7101

E-MAIL ADDRESS: Elizabeth.Maher@us.army.mil
Tamara.Boles2@us.army.mil

HOURS: 0800-1630
Soldier Readiness Process: 0800-1130 & 1330-1600, Mon & Wed

WEB SITE: <http://fortjacksonmwr.com/acs>

SERVICES:

- Mobilization and Deployment – ACS is your Family Assistance Center preparing Soldiers and Family members to cope with separations caused by deployments, extended TDY's, remote assignments, repatriation and natural disasters. Assistance and education in establishing Family Readiness Groups, linking Soldiers and Family members to military and community services and resources. Liaison between Family members and commanders concerning problems situations, training classes, coordination with National Guard and Reserve to provide appropriate services:
 - Operation Ready Training Classes
 - Pre-Deployment and On-Going Readiness
 - Homecoming and Reunion
 - Read Detachment Training
 - Family Readiness Groups
- South Carolina Inter-Service Family Assistance Committee - Support network to provide information and services with community agencies, service members and Families in South Carolina.

POPULATION SERVED: Active, ARNG, USAR and their Family members.

HOW TO APPLY: Call or walk-in for assistance.

OPERATION HOMEFRONT OF SOUTH CAROLINA

CONTACT PERSON: Sharon Rice

ADDRESS: PO Box 6883
Columbia, SC 29260

LOCATION: N/A

TELEPHONE: (803) 465-3284
(866) 457-2093

E-MAIL ADDRESS: sharon.rice@operationhomefront.net

Web Site: www.operationhomefront.net/sc

HOURS: 0900-1700 - Monday-Friday

SERVICES: Operation Homefront of South Carolina (OH-SC) provides emergency financial and other assistance to the families of our service members and wounded warriors in South Carolina. Through generous, widespread public support and a collaborative team of exceptional staff and volunteers, we aspire to become the provider of choice for emergency financial and other assistance to the families of our service members and wounded warriors. Where there is a need we do not provide, we will partner with others for the benefit of our military families.

POPULATION SERVED: Wounded Warrior and Families Deployed of South Carolina. Exceptions can be made on a case-by-case basis and may be forwarded to one of our partners.

HOW TO APPLY: Visit www.operationhomefront.net/sc and fill out "Get Assistance Now" form. Calls will not be accepted for assistance.

OUTREACH PROGRAM

CONTACT PERSON: Elizabeth Maher, Outreach Program Manager

ADDRESS: Army Community Services
5450 Strom Thurmond Blvd, Room 120
Fort Jackson, SC 29207-5205

LOCATION: Strom Thurmond Bldg. 5450, Room 120

TELEPHONE: (803) 751-5256

E-MAIL ADDRESS: Elizabeth.Maher@us.army.mil

HOURS: 0730-1630, Monday-Friday

SERVICES: Family services education, prevention and direct services to those Families who have the greatest level of needs, but are least likely to seek out and take advantage of ACS services. Increase community awareness about ACS services by taking those services out into the community.
Direct Services:
Briefings, information tables available upon request for FRG, Information Fairs, Support Group Meetings, etc.

POPULATION SERVED: Active duty Soldiers, Family Members of active duty, Active Guard & Reserve, Family Members of Active Guard & Reserve, DA Civilian employees and their Family members, military retirees and their Family members.

FOR ASSISTANCE: Call or walk-in for assistance (803) 751-5256
Friend us on Facebook: [facebook.com/FTJACKSON.ACS.OUTREACH](https://www.facebook.com/FTJACKSON.ACS.OUTREACH)
Follow us on Twitter: FtJacksonACS

RELOCATION READINESS PROGRAM

CONTACT PERSON: Miranda Broadus, Relocation Program Manager

ADDRESS: Army Community Services
5450 Strom Thurmond Blvd, Room 223
Fort Jackson, SC 29207-5205

LOCATION: Strom Thurmond Bldg. 5450, Room 223

TELEPHONE: (803) 751-1124/4862

E-MAIL ADDRESS: Miranda.O.Broadus.civ@mail.mil

WEBSITE: www.fortjacksonmwr.com/acs_relo/

HOURS: 0730-1600, Monday-Friday

SERVICES: The Fort Jackson Relocation Readiness Program at Army Community Services provides a variety of services to assist active duty and retired military, their ID card family members and Department of Defense Army civilian employees reduce or eliminate the problems associated with frequent moves. In addition, relocation counseling, guidance and planning services are provided to assist with the move.

PROGRAMS AVAILABLE:

- Welcome Packets / Children Games / Maps, etc.
- Military Installation Booklet
- Sponsorship Training
- English as a Second Language (ESL) Classes/Resources
- Citizenship and Immigration Services
- In/Out Processing of Soldiers
- AIT Soldiers Briefings
- Post Newcomer's Orientation
- Lending Closet
- Overseas/Stateside Briefings
- Hearts Apart Support Group (assistance to Families who are living separately from their Soldier due to the Soldier being deployed or on an unaccompanied tour)
- Foreign Born Spouse Support Group

POPULATION SERVED: Active duty personnel, retirees, Department of the Defense civilian employees and Family members.

HOW TO APPLY: Call (803) 751-1124/5256

SOLDIER FAMILY ASSISTANCE CENTER (SFAC)

- CONTACT PERSON:** Jesse Deberry, SFAC Director
- ADDRESS:** Soldier Family Assistance Center
9810 Lee Road
Fort Jackson, SC 29207
- LOCATION:** Bldg 9810 Lee Road
- TELEPHONE:** (803) 751-2508
- HOURS:** 0730-1630, Monday – Friday
- SERVICES:** Army Wounded Warrior Program (AW2) information
- Assistance with lodging/installation access
 - Army Career and Alumni Program (ACAP)
 - Career and Degree Plan Services
 - Child Care Registration
 - Crisis Intervention Counseling
 - Educational Services
 - Emergency Financial Assistance
 - Employment Assistance
 - Entitlement and Benefits Counseling
 - Family Assistance and Support
 - Finance (Military pay/Family travel)
 - FREE Internet Access
 - ID Cards (DEERS Enrollment)
 - Information, Referral & Follow-up Coordinator Services
 - Legal services
 - Military Personnel Services
 - Pastoral Services
 - Substance Abuse and Prevention Information
 - Social Security Application Assistance
 - S.C. Vocation Rehabilitation Services
 - Transition Services
 - TSGLI Application Assistance
 - Veterans Benefits Information
- POPULATION SERVED:** Warriors in Transition, DoD Wounded Civilians, next of kin and extended Family members, with a primary focus on OIF/OEF Soldiers
- HOW TO APPLY:** Unit Commander and/or Primary Care Manager
- ADDITIONAL COMMENTS:** Providing compassionate and coordinated quality services to our customers on a daily basis are our priority.

**STAFF JUDGE ADVOCATE
LEGAL ASSISTANCE**

CONTACT PERSON: Mr. Anthony Jackson, Legal Clerk
Legal Assistance Office

ADDRESS: Office of the Staff Judge Advocate
2600 Lee Road
Fort Jackson, SC 29207-5045

LOCATION: Building 2600 Lee Road
Corner of Lee and Washington

TELEPHONE: (803) 751-4287*
*outgoing message only, no voice mail

HOURS: 0900-1600 Monday –Friday
Open during lunch.

SERVICES: Walk in services for notaries and basic powers of attorney. Other services by appointment, including Wills, Family Law matters, Landlord Tenant, Consumer Law, OER and NCOER rebuttals, and other general civil law matters.
NOTE: Tuesdays and Thursdays from 1330 – 1530, walk in services provided for General Durable Powers of Attorney, Living Wills and Advance Medical Directives.

POPULATION SERVED: Active duty and retired Service Members and their eligible Family Members, with valid ID card.

HOW TO APPLY: For general information and to schedule an appointment, call (803) 751-4287 during duty hours.

SURVIVOR OUTREACH SERVICES (SOS)

CONTACT PERSON: Leslie Smith, Survivor Outreach Services Support Coordinator

ADDRESS: Army Community Services
5450 Storm Thurmond, Room 223
Fort Jackson, SC 29207-5205

LOCATION: Strom Thurmond Bldg. 5450, ACS Room 223

TELEPHONE: (803) 751-4867
1-800-337-3445

EMAIL leslie.s.smith@us.army.mil

HOURS: 0800-1700, Monday – Friday

SERVICES:

- Improve services and streamline the assistance process for Survivors.
- Provide a Support Coordinator, Financial Counselor and Benefits Coordinator.
- The SOS program serves as a holistic multi-agency and multi-component strategy to centralize casualty operations and decentralize programs and services.
- The SOS is designed to provide support services to survivors of Soldiers who have fallen in combat as well as support to the survivors of all Soldiers who have passed while on duty.
- The SOS program will provide short term and long-term case management, (network of providers); benefits counseling; financial planning; legal assistance; personalized and integrated web-based support; one-stop service provider; service delivery based on specific individual needs; support as long as the Family member wants/needs support.
- In addition, the SOS support coordinator will provide awareness education to the military community about the needs of survivors and maintain linkage between survivor and the Army.

POPULATION SERVED: Spouses and Family members of Fallen Soldiers; Active, National Guard and Reserve on active duty status at time of death.

HOW TO APPLY: Please call for appointment 751-4867/5256

WARRIOR TRANSITION UNIT

CONTACT PERSON: CPT Karean K. Troy, Commander
1SG Marcus Brown, First Sergeant

ADDRESS: Commander
Bldg. 9810 Lee Road
Warrior Transition Unit
Fort Jackson, SC 29207

LOCATION: Bldg. 9810 Lee Road

TELEPHONE: (803) 751-2050 or 2544

HOURS: 0730-1630, Monday – Friday

SERVICES: Provide command and control, case management, primary and specialty care for warriors in transition. To establish the conditions for their healing and to promote their timely return to the force or transition to a productive civilian life.

POPULATION SERVED: Active duty, National Guard, and Reserve Soldiers

HOW TO APPLY: See your Command, or call the WTU

WIC PROGRAM (WOMEN, INFANT, CHILDREN)

- CONTACT PERSON:** Cindy Pinckney, Administrative Specialist
Teneka Hughey, Nutritionist
- ADDRESS:** Attn: WIC Program
4555 Scales Ave
Columbia, SC 29207
- LOCATION:** Bldg. 4555 Scales Ave
Preventive Medicine (MEDDAC)
- TELEPHONE:** (803) 751-5281 (Office)
(803) 751-5637 (Fax)
- HOURS:** 0800-1630, Monday – Friday (except the 1st calendar Wednesday)
Lunch 1230-1330
- SERVICES:** WIC Program is a supplemental and nutrition educational program for Women, Infants and Children. WIC provides nutritious foods, counseling, breastfeeding support and referrals for other health care facilities. To be eligible you must be pregnant, breastfeeding, just had a baby, or have an infant or a child under 5 years old. To be eligible, you must meet the income requirement, be a nutritional risk and be a resident in South Carolina.
- POPULATION SERVED:** Active duty and reservists on active duty military families.
- HOW TO APPLY:** Call the WIC Program office (803) 751-5281, Fort Jackson, SC or for an appointment (803) 576-1350 or you can walk-in during the posted office hours.
- ADDITIONAL COMMENTS:** To qualify for WIC you will need to bring to the first appointment: Proof of residence, Military ID, proof of income (EOM LES), children, and child's shot records.
- In accordance with Federal Law and U.S. Department of agriculture policy, this institution is prohibited from discriminating on the basis of race, color national origin, sex, age or disability.

KEEPING THE PROMISE

ARMY FAMILY COVENANT



COMMITMENT

We are reliable, we follow through on our promises, and provide quality services; our word is our bond.

We're all in this together.



COMMUNICATION

Our communication is on time, on target, and on demand; we respect diversity; we value the voices of our military community.

Everyone matters. No one goes unheard, voices united.



COMPASSION

We provide genuine care, understanding and support for the military community; listening and responding to our community needs, by reaching out to provide caring and selfless service.

Our hearts are in it; we are attuned to the needs of our community.



EXCELLENCE

We provide creative and innovative services to our military community; we strive to meet and exceed expectations; our actions are validated by the excellent services we provide; we have a passion to embrace continuous improvement, both personally and professionally; we model the Army Values whole-heartedly.

1st class professionalism; we go the extra mile.

